

Access



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Newest Union Catalog Premieres

Guest Editorial

By Nancy Fleck and Colleen Hyslop

Please visit: <http://inmich.mlc.lib.mi.us/> or
Telnet: inmich.mlc.lib.mi.us (login = library,
password = library).

Michigan State University and our partner libraries are pleased to announce the newest union catalog in the State of Michigan, called InMICH. This name is meant to reflect our ambitious goal: if it is in Michigan, we'll get it for you. InMICH is a research and demonstration project, funded with a Library Services and Technology Act grant from the Institute of Museum and Library Services, administered by the Library of Michigan.

InMICH unifies the catalogs of six multitype libraries. It is the only project to combine a major research library with a K-12 school and village public libraries in a union catalog. The participating libraries are Michigan State University, Grand Rapids Community College, Albion College, Albion Public Library, Southfield Public Library, and the Ovid-Elsie Area Schools and the Ovid and Elsie public libraries, who share one database. The East Lansing Public Library is a part of the initial group, although their records are not yet a part of the union catalog.

There is a great deal of evidence showing high levels of interlibrary loan in primarily academic networks and in primarily public networks. It is hoped that through this grant we can demonstrate an appreciable impact for patrons of all libraries in a broadly multitype environment, giving an indication of results in a statewide union catalog.

The software used to create this union catalog is INN-Reach, which was developed by Innovative Interfaces. INN-Reach is the basis of the OhioLINK project in the State of Ohio. Another aspect of this grant is to demonstrate that libraries NOT using the Innovative software can participate in a project such as InMICH. Five of the six project libraries use the Innovative software as a basis for their own catalogs. East Lansing Public Library is the exception to this. They use Dynix as the software package for their catalog.

The project began in March 2000. We began by loading bibliographic records of the six participating libraries on a server that is based at the Michigan Library Consortium, under the direction of Randy Dykhuis, Executive Director. These records were merged so users see a friendly display of a single record with all holdings attached. After the merging, we finished with approximately 2,800,000 master records. The system was fine-tuned, training for the staff in each library was provided, and the system became operational on November 1, 2000.

In the first month of the project, over 300 requests were made using this catalog. We consider this to be a good start with minimal publicity. We expect to see substantial growth in usage over the course of the project, as users become aware of the capabilities.



"I'm thrilled with the InMICH program! My home public library has already borrowed several books and videos for me, even from a college library in the western part of the state. And they came so fast!" said patron, Betsy Soderbloom. Right, staff, Dorothy Hill.

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By Christie Pearson Brandau

The new year is a wonderful time to reflect on what we have accomplished and on future plans. This last year has been an exciting and energizing one at the Library of Michigan:

- We established a division of library development, headed by Deputy State Librarian Jo Budler. This division will be expanding in 2001 with specialists in youth services and general library services.
- We've created both a Trustee and a Youth Services Advisory Committee to give us input into issues. Look for a new statewide trustee education program in 2001!
- We've taken a second look at how we administer LSTA, and are working with the LSTA Advisory Council to change our grant programs to more closely reflect the needs of the library community. In 2001 there will be a revision of the LSTA Five Year Plan, and we will be seeking your input.
- AccessMichigan, as so capably administered by Becky Cawley, will be enhanced this coming year by the addition of netlibrary titles. We're also proposing some changes to the format of MEL. Resource sharing in 2001 will be a high priority, and along with the ATLAS action team, we will be closely involved in the development of a statewide resource sharing and delivery system.
- At the Library of Michigan we have taken a look at enhancing and expanding services, including more open hours, more information formats and more programming. *Access* is now a monthly publication, and we've had an audit of our publications to see how we can improve in other ways.
- Our partnerships with so many library groups including cooperatives, academic, special, public and school libraries, MLC, MLA, and MAME remain strong and we look forward to working with them in the coming year.

As I've said before, it's an exciting time to work with libraries in Michigan! We have much to be thankful for and much to look forward to in 2001.

Happy New Year!

One advantage of this system is the fact that the circulation status is dynamic and visible to all users. As soon as a patron checks out an item in any of the libraries, the status is changed in InMICH to "unavailable." A request for an item is automatically queued in the owning library, paging slips printed, items retrieved, and then delivered to the requesting library. As a part of this grant, different delivery systems are being tried and studied. The US Postal Service was used for the first month. UPS will come next for 4-5 months, then a courier service for the remaining time of the grant.

Already several things have been learned as a result of participating in this grant. Using master records in the bibliographic database can mean that local information will not display through this catalog. This information is not lost in the home catalog, but the information may not display in the union catalog unless that library's bibliographic record is the master record for the catalog. Also, decisions about who can borrow, how long items circulate, and what type of items can be borrowed must be negotiated between all libraries. A project such as this requires staff to have a broader perspective than what the impact will be on their own library and to think on a statewide scale. Time needs to be allotted for these important initial policy decisions to be accomplished in a collaborative process.

A common belief is that a major academic library will be the biggest net lender in a union catalog. We have found that at least in the first month, that is not the case! Southfield Public Library is the largest net lender at this point. In fact, net lenders in the first month include Ovid-Elsie, Grand Rapids Community College, Southfield, and MSU. Also in the first month, MSU and Albion have borrowed items from all other participants.

We have also learned a great deal about delivery systems and participation of libraries with different online systems in a union catalog. Look for progress reports on these issues and other findings.

If you are curious about the catalog, please go to inmich.mlc.lib.mi.us. Only patrons of participating libraries can request items, but anyone can search the catalog to see what is there and how the system works. The catalog is available either through telnet (login = library, password = library) or the web. Questions and comments can be sent to Nancy Fleck (fleckn@msu.edu) Project Coordinator or Colleen Hyslop (hyslop@msu.edu) Grant Administrator.

Building Communities: Literacy, Libraries and Learning

By Sarah Watkins

Director, Library of Michigan Foundation

Something unique and delightful took place on October 6, 2000 – an exciting, new partnership. The Library of Michigan Foundation collaborated with Michigan Literacy, Inc. (MLI) to co-host an annual conference. The executive directors of the two 501(C)3, nonprofit organizations, Levona Whitaker of MLI and Sarah Watkins of LMF, partnered to co-host the annual meeting that MLI has been hosting for the past three years.

The LMF wanted to offer an annual luncheon or conference for donors and grant recipients. MLI was already presenting its conference to adult learners and the more than 80 literacy organizations across Michigan. Since many of the Foundation's grantees are libraries and/or literacy organizations this partnership was a perfect match.

That is how the 4th annual literacy conference became a celebration of Literacy, Libraries and Learning, a daylong conference offering seven workshops and two keynote speakers, was attended by 125 adult learners, grant recipients, and LMF donors.

John Corcoran, author of *The Teacher Who Couldn't Read*, was the morning keynote address. Although he was a college graduate, a former high school teacher, and head of a multi-million dollar business, he could not read. When his wife realized that he could not read to his own children he finally made himself learn to read. Now Mr. Corcoran is a leading advocate for a literate America. He is a past member of the National Institute for Literacy, a program initiated by the Bush administration, and continued under President Clinton.

The morning workshops started with a discussion of the *Workforce Investment Act*, presented by Kay Penner, Executive Director of Michigan Works!. Next came *Family Literacy and Children's Organic Gardening: Making the Connection*, presented by Sister Patricia Mary Hackett and Sister Ann Francis Mahany of the Franciscan project. *Over, Under and Through the Barriers*, presented by John Corcoran, ended the morning session.

Dorothy M. Reynolds, consultant to philanthropy organizations, provided the luncheon keynote *Building Communities Through Philanthropy*. Reynolds is past president of the Community

Foundation of Greater Flint where she increased the Foundation's assets from \$13 million to more than \$75 million during her seven-year tenure.

The afternoon workshops were started with *Friends: Building Programs for Family Literacy*, presented by Renee DeMars-Johnson, Even Start Coordinator for Michigan Department of Education. Next came *Building A Library Information Literacy Program*, presented by Donna J. Alward, Director of the Houghton Lake Public Library. The third session was *Fund Development Panel* featuring Dorothy Reynolds, Barbara Tornholm (Michigan Department of Career Development), and Sarah Watkins. The sessions ended with *Building on Strengths*, presented by Joyce Caldwell of Lutheran Social Services.

The conference closed with a wine and cheese reception.

Kudos and thanks to Levona Whitaker and Michigan Literacy, Inc. for letting the Library of Michigan Foundation share in its success. It was a great conference and a wonderful collaboration. MLI's 4th annual conference provided a marvelous kickoff for LMF's 1st annual conference.

John Corcoran, author
of "The Teacher Who
Couldn't Read."



Barbara Tornholm,
Michigan Department
of Career
Development, and
Dorothy Reynolds,
Counsel to
Philanthropy.



Levona Whitaker,
ED, MLI; John
Corcoran,
Author; Sarah
Watkins, ED,
LMF; and, Ron
Gillum, Ph.D.,
MLI Board of
Directors



What is Your Library Worth to Your Community?

Contribution to Your Community Workshop, a First Step

There isn't a library director in the country who hasn't been asked that question by city managers, county or township commissioners, voters, board members—even staff. There isn't a library director in the country who hasn't wished they had a concrete answer to that question. Well, on Monday, December 4, the Library of Michigan held the workshop, *The Library's Contribution to Your Community*, designed to give librarians the tools to help answer that question and more.

The focus of this all-day workshop was presentation of a detailed manual that describes a set of processes that any library can use to answer these "what is it worth" questions. The manual was developed by DMA Planning and Management Services for the Southern Ontario Library Services (SOLS). The first section of the manual, *Social and Personal Benefits*, describes how to measure the library's contribution to the community in the areas of personal growth and development. The second section, *Economic Benefits*, covers direct economic benefits,

support for local businesses and investors, and indirect economic impact.

Directors from several Ontario libraries representing a wide range of communities discussed how they put the manual to successful use in presenting the value of their libraries to their funding bodies. Their success and enthusiasm left attendees eager to apply these methods in their own libraries.

If you are interested in purchasing a copy of the evaluation manual "The Library's Contribution to Your Community," see the SOLS web page at <http://www.library.on.ca/publications/publications.html>

"Even if you couldn't attend the workshop, at \$100 the manual is well worth the money if you can work with someone who did attend. I'd like to see every Michigan library use these methods to document our contributions to our communities," said Kathleen Zaenger, Director of Howell Carnegie District Library.

The Library of Michigan thanks the following speakers for a very interesting and useful program: Laurey Irvine, CEO, Southern Ontario Library Service; Adel Kostaik, CEO, Barrie Public Library; Beth Ross, CEO, Huron County Public Library; Jim Morgenstern, Principal, DMA Planning and Management Services; Jana Schuelke, CEO, Oshawa Public Library; Chris Stanley, CEO, Brantford Public Library; and Marguerite Urban, CEO, Huntsville Public Library.

Kalamazoo "Konnection"

State Librarian Christie Brandau inspired 105 Friends of Michigan Libraries at their Fall 2000 statewide meeting, "Linking of Friends," held at the Kalamazoo Public Library on November 1. That's according to Jim Evenhuis, vice president and president-elect of the organization.

"Christie covered a broad range of topics vital to the Friends, ranging from the Internet to MEL improvements, to the attractive electronic book she carries for bedtime reading while traveling to the far reaches of the state," said Mr. Evenhuis.

"We appreciated her staying beyond her own talk. She gave the Friends the belief that they can and must play an important role in the future of Michigan libraries. She challenged the Friends 'to keep doing what they are doing' to make Michigan libraries stronger and encouraged us, 'There is strength in numbers.'"

The Friends enjoyed a "Literary Luncheon" which combined delicious food and a lively book talk, "Wild About Harry: the Impact of the Potter Phenomenon on Public Libraries and their Patrons," led by Christina C. Griffin from the Paw Paw District Library.

In the afternoon a session, "Using Volunteers Effectively," was presented by Marcia Barker, executive director of FOML. During her presentation, she defined three categories of volunteers associated with a Friends group: trustees, service volunteers and Friends. She then shared some of her personal experiences in recruiting, retaining and rewarding volunteers for their services. She explained there are three reasons people volunteer—to learn, to share their talents, or for companionship. Recommended target groups for recruiting volunteers are seniors and high school students. The importance of rewarding volunteers was stressed, and Marcia told of her innovative ideas used to say thank you.

The mission of the Friends of the Michigan Libraries "is to support the activities of local Michigan libraries and to be advocates for libraries at the state level." For more information on the Friends of Michigan Libraries and their activities, visit their web site at <http://www.foml.org>.

Library Reference – *Alive and Clicking*

by Molly Dwyer

Reference transactions are one of the many data elements we collect in the Public Library Annual Report & State Aid Application. In FY 99, Michigan's public librarians answered 7.7 million patron questions! Many libraries report they are so busy, that recording how busy they are seems counter productive. But demonstrating library use – trends such as the rising number of reference transactions – has never been more important.

Because we know the work of librarians is increasing, it is an exciting time to take a look at how our libraries can better serve the public. Certainly, having a knowledgeable and resourceful staff is a large part of the equation. When we measure the level of education Michigan public librarians possess, we find our state ranks 13th in the nation in the number of FTE librarians with ALA-MLS degrees. That's an average of 3.0 ALA-MLS FTE librarians per 25,000 people.¹

The FY 2000/2001 Public Library Annual Report/State Aid Application we recently mailed contains a new question to track the number of users of electronic resources in a typical week. The report asks librarians to collect data on electronic equipment and Internet access, which will be used to exhibit expanding library services. It also illustrates another demand on library services and librarians' time.

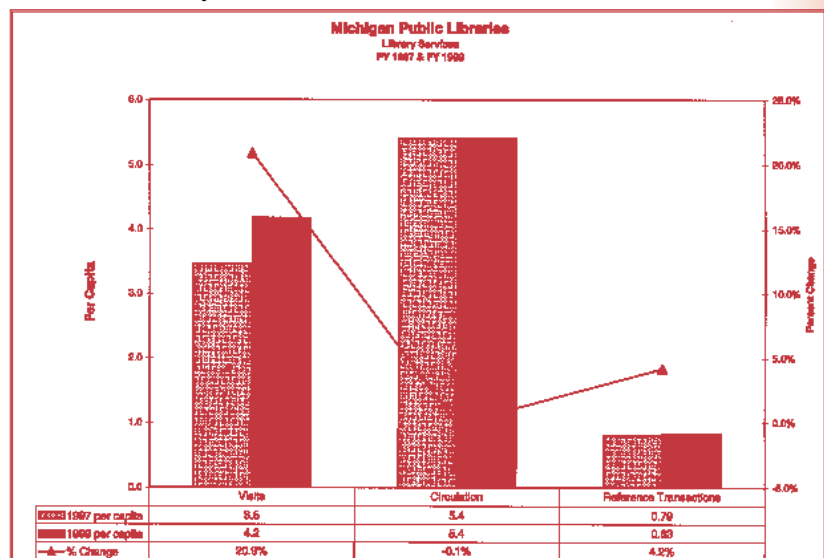
Trends indicate circulation is slightly down, yet librarians have never been busier. Counting reference transactions is as essential as counting circulation, program attendance, or general visits in demonstrating the use your community makes of your library. It also indicates how staff time is being spent. This is especially true now that the computer is both a resource for readily answering reference transactions and an instrument for the public that often requires librarian assistance. The computer is also another reason we believe people are visiting the library (either virtually or physically), which accounts for the increase in visits while circulation transactions essentially stood still from FY 1997 to FY 1999 (see graph below). The statistical report also included email as another means of receiving reference requests.

Some may argue that our current society is over-connected. But being a leader in Information Sciences demands progressive communication systems including everything from the telephone, fax, mail, email, to chat programs. Remember, when tracking reference transactions, every method counts.

Even as patrons become increasingly computer literate, librarians will continue to guide users to the most reliable information sites. Many librarians say that while they still use standard reference books, having computer resources with databases such as the Michigan Electronic Library or AccessMichigan has made the computer a valuable tool. This will only increase as ebooks and other digital items are added to library collections.

As Internet and digital referencing enhances traditional methods of librarian assistance, it is essential that we remain aware of, and record the changes in, the services libraries provide. These changes not only illustrate our progress, but anticipate future needs of library users. Still, it's that knowledgeable and resourceful library staff member that makes it all possible in the first place.

¹ A U.S. Department of Education, National Center for Education Statistics, Federal-State Cooperative System (FSCS) for Public Library Data, Public Libraries Survey, Fiscal Year 1997.



Preferred Futures Action Team Selects Consultant Groundhog Day 2001 Teleconference Planned



The Action Team for Library Advancement Statewide (ATLAS) has selected Patrick McClintock of RMG Associates to help bring to fruition the resource sharing vision arising from the Preferred Future Conference and the subsequent work of the ATLAS group. (ATLAS is one of the Action Teams created as a result of the Preferred Futures Conference.)

The goal is to implement a system that is patron-centered, allows for local operation and builds on and enhances existing services. This plan will include recommendations for specific actions to deliver the following enhancements to AccessMichigan:

- Statewide resource sharing system(s) for non-electronic materials
- System for authenticating remote users
- Delivery system for non-electronic materials
- One-stop shopping, patron accessible, web-based "portal" to all AccessMichigan resources including databases, MARS, and non-electronic materials

RMG and McClintock have strong backgrounds in planning large regional wide resource sharing systems. References contacted by the ATLAS selection committee praised the thoroughness of current and likely future options for resource-sharing and his ability to adapt those possibilities to their specific situation.

There will be a statewide teleconference on February 2, 2001 to kickoff the project. Please check the Library of Michigan website, www.libofmich.lib.mil.us/welcome/calendar.html, for a list of teleconference sessions.

Since this project builds on existing resource-sharing systems and capabilities, input from the library community will be needed. Mr. McClintock and the ATLAS group will design a survey to provide a specific "environmental assessment" of existing services and resources available in Michigan libraries in Michigan. Watch for more information about this vital survey coming soon.

**ATLAS Teleconference: Groundhog Day
2/2/2001 – Don't miss it!**

New Directors and Trustees Workshop—Not a Snoozer*

"I didn't fall asleep, not bad."

Now what more could a workshop coordinator ask for? Read the following:

"The speakers were informative, this was helpful to me."

"Very good program, useful information, speakers were well organized and prepared."

"Everyone spoke effectively, I thought it was a great day."

These comments accompanied the summation of the workshop coordinated by Bryon Sitler, Multitype Library Specialist, for new directors held annually at the Library of Michigan. On November 13, forty-eight new library directors and trustees gathered in the Lake Ontario Room to listen and absorb information on library law, automation issues, audit filing requirements, public library funding, AccessMichigan and other library topics. While that list may seem overwhelming, one participant remarked, "Information was doled out in small enough sections to comprehend without being overwhelmed. Glad I signed on."

The Library of Michigan thanks staff members Maggie Bacon, Christie Brandau, Scott Brown, Jo Budler, Becky Cawley, Paul Groll, Martha McKee, Ellen Richardson, and Ann Sanders for their contributions to this educational day.

Presidential Inauguration Collection on Library of Congress Website

"I Do Solemnly Swear . . .": Presidential Inaugurations," is a presentation of 400 items from each of the 62 inaugurations, from George Washington's in 1789 to William Jefferson Clinton's in 1997. This collection containing materials from all United States presidential inaugurations is now available on the American Memory collection web site at <http://memory.loc.gov/ammem/pihtml/pihome.html>. The collection contains searchable text transcriptions of inaugural addresses, photographs, and other memorabilia from North American presidential history.

Lyons

Vicki Reinhardt is the new Director of the Lyons Village Library. Her first day was Monday, November 13th. Ms. Reinhardt comes to Lyons with 8 years of experience as a school librarian in the Ionia area.

Mancelona

Well-known Michigan author, Gloria Whelan, has been nominated for a National Book Award for her novel, "Homeless Bird." She was one of five nominees in the category of Young People's Literature. Ms. Whelan has been a generous library supporter, speaking at the 1999 Beginning Librarians' Workshop. In 1998 she received the Michigan Author Award from the Michigan Library Association and the Michigan Center for the Book.

Monroe

The Monroe County Library System's home page, <http://www.monroe.lib.mi.us>, now offers reference service by email, accessed by clicking on the icon AskRef@. AskRef@ was started in response to the large number of reference questions emailed to the web master's address. "The Web master was getting so many reference questions, that we realized there was a need for a separate email address," said Carl Katafiasz, head of reference. The library's goal is to respond in 48 hours via email to all questions.

State Website Calendar

Library and cooperative directors, library public relations and information officers, don't forget the statewide library calendar at: <http://libraryofmichigan.org/welcome/calendar.html>

Use this site to list your board meetings, workshops, closing dates, and any other date you want posted. This calendar will help us all plan ahead and avoid conflicts. Put Cindy Krueger at ckrueger@libraryofmichigan.net on your group email list for meetings and workshops to take advantage of this free service.



Sterling Heights

The Friends of the Sterling Heights Library has been awarded a \$15,000 grant from DaimlerChrysler Corporation. The grant will be used to support family-oriented educational and cultural programs and story-times at the library along with a corresponding book collection. The library also celebrated its 6,700 square foot expansion by opening again to the public on October 16.

Charlotte

William Siarny is the new director of the Charlotte Community Library. "I have enjoyed library work since I was a library page 40 years ago," Siarny said. He worked at the Northwestern University academic medical library for 10 years and was library director for the National Cattleman's Association for 21 years. He also supported public library reference work in the Chicago area.

If you have a news item you would like to contribute, please contact Carey Draeger at 517-373-5578 or email: cdraeger@libraryofmichigan.org.

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Legislative Council

The Legislative Council has not yet been approved.

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